

TransGas Customer Satisfaction Survey Results are In

TransGas has completed and compiled the results of its 2007 Customer Satisfaction Survey.

For the past several years, TransGas has received high satisfaction ratings from its customers. The year 2007 was no exception. In fact, TransGas received an even higher level of satisfaction from its customers in response to our survey that was conducted during October and November of last year.

Customers gave TransGas an overall satisfaction rating of 4.91 out of a maximum possible score of 5.00. This compares to an overall satisfaction rating of 4.53 achieved in our previous survey that was done in 2005. This difference represents an increase of about 8% in our overall level of customer satisfaction.

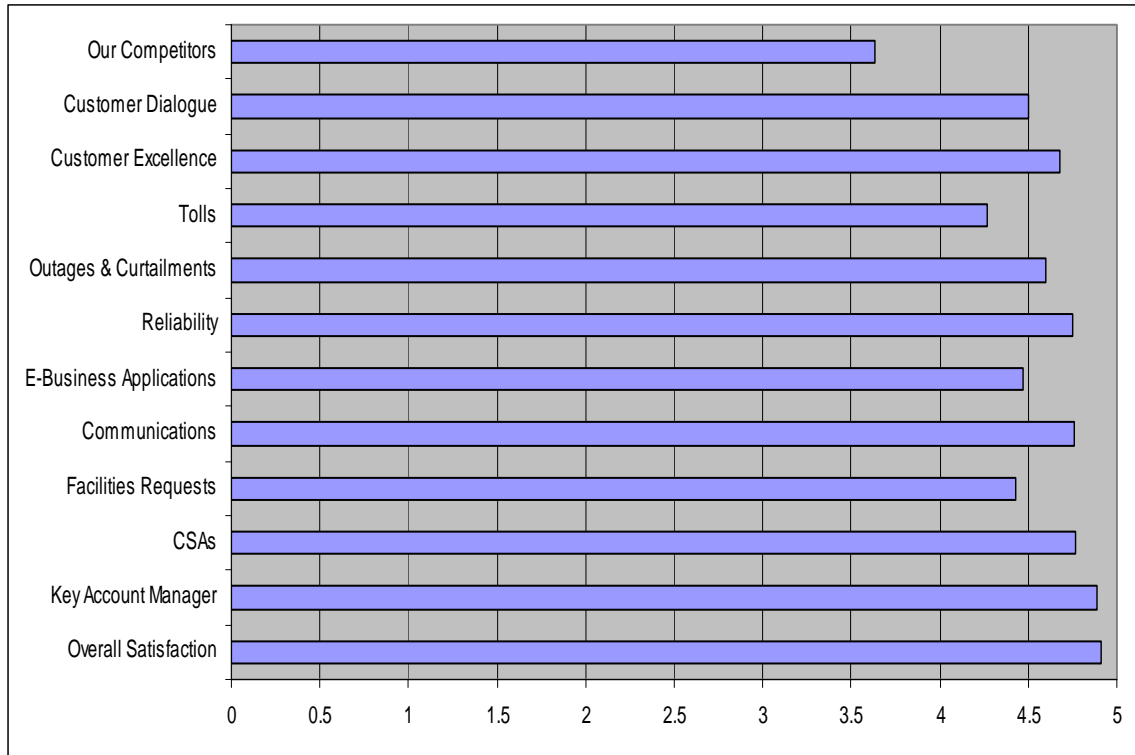
The 2007 survey was comprised of 15 segments each containing questions designed to gain detailed feedback on various aspects of the services provided by TransGas. Among other things, the customers were asked to rate our Customer Services staff on their knowledge, responsiveness, friendliness, and their empowerment to serve the customer. Scores in this category ranged from a low of 4.43 to a high of 4.89 out of a maximum possible score of 5.00.

TransGas also received very high customer satisfaction scores in the areas of Communications and E-Business Applications. TransGas was pleased with these results as these are both areas of focus for TransGas. Over the past year, TransGas has introduced more; and made improvements on, existing web-based applications.

TransGas also asked its customers to rate their satisfaction level with our competitors (i.e. other major western Canadian pipelines). The response was overwhelming with TransGas leading the satisfaction level with our competitors by margins ranging from 14% to 78%.

The following graph shows the mean ratings for each of the survey segments.

Comparison of Survey Segments



Further information regarding the survey results can be obtained by calling Jim Perfect, Manager, Transmission & Storage Marketing at 777-9436.